

Customer Service Advisor with English

POSITION LOCATED IN IASI

Main accountabilities:

- Undertaking initial diagnostics of the incident, using the tools available and resolving as many as possible on initial contact,
- Accurately recording and classifying all incoming incidents with the appropriate priority, category and incident summary details or error messages,
- Proactive flagging incidents where no knowledge solution was found,
- Meeting or exceeding the level of Service when responding to all incoming incidents,
- Accurate and timely hand off to other resolving teams.

Requirements:

- Fluency in English,
 - Excellent verbal and written communication skills,
 - Professional telephone manner,
 - Basic experience in MS Office, MS based applications,
 - Basic technical support experience an advantage but not necessary,
 - Flexible, well-motivated team player, ability to work under pressure,
- Available to work in shifts.

All documents must be submitted in English.

We offer a competitive salary & benefits package, a supportive international team environment and the opportunity to develop your career with one of the world's most respected IT companies.

Customer Service Advisor with French & English

POSITION LOCATED IN IASI (Palas)

Main accountabilities:

- Undertaking initial diagnostics of the incident, using the tools available and resolving as many as possible on initial contact,
- Accurately recording and classifying all incoming incidents with the appropriate priority, category and incident summary details or error messages,
- Proactive flagging incidents where no knowledge solution was found,
- Meeting or exceeding the level of Service when responding to all incoming incidents,
- Accurate and timely hand off to other resolving teams.

Requirements:

- Fluency in French
- Good English skills
- Excellent verbal and written communication skills
- Professional telephone manner
- Basic experience in MS Office, MS based applications
- Basic technical support experience an advantage but not necessary
- Flexible, well-motivated team player, ability to work under pressure
- Available to work in shifts.

Benefits:

- Flexible schedule
- Attractive salary package
- Meal tickets
- Health insurance
- Foreign language courses, trainings, certifications and tuition fees reimbursed by Capgemini
- Team building events
- Taxi vouchers
- Regular performance assessments - twice a year
- Significant development opportunities within the company.

We are looking to fill this position immediately.

Customer Service Advisor with Portuguese & English

POSITION PURPOSE AND SCOPE OF WORK:

- Undertaking initial diagnostics of the incident, using the tools available and resolving as many as possible on initial contact;
- Accurately recording and classifying all incoming incidents with the appropriate priority, category and incident summary details or error messages;
- Proactive flagging incidents where no knowledge solution was found;
- Meeting or exceeding the level of Service when responding to all incoming incidents;
- Accurate and timely hand off to other resolving teams.

Personal Qualities:

- Excellent Portuguese and English language skills both verbal and written;
- Professional telephone manner;
- Basic experience in MS Office, MS based applications;
- Basic technical support experience an advantage but not necessary;
- Flexible, well-motivated team player, ability to work under pressure.

Educational Requirements:

- University level preferred.

Work pattern: we will confirm the working hours before the hiring process.

Benefits:

- Relocation package (for those who are willing to move to Iasi)
- Flexible schedule (part time, full time)
- Attractive salary package
- Meal tickets
- Health insurance
- Foreign language courses, trainings, certifications and tuition fees reimbursed by Capgemini



- Team building events
- Taxi vouchers
- Regular performance assessments - twice a year
- Significant development opportunities within the company.

We are looking to fill this position immediately.

User Account Control Specialist

Job description:

The primary responsibility of this position, as part of the Account Administration Team, is to process on-boarding & off-boarding requests for the client, by creating and decommissioning Network and Application accounts and adjusting accesses as required.

Main accountabilities:

Create or Decommission Domain (network) accounts per established process;
Create/Remove Application accounts where applicable;
Adjust accesses where required (DL, Share Drives, Applications, etc.);
Collaborate with client & Team to Proactively Identify and address Process gaps;
Create/update and submit process documentation for approval when needed;
Contribute to Knowledge Based development in own field of activity (Account Administration);
Collaborate with other processes on the desk to contribute to overall improvement of the delivered service.

Requirements:

Attention to detail;

Excellent English communication skills;

Resilience to stress;

Advanced technical support experience;

Flexible, well-motivated team player, ability to work under pressure.

Additional Info:



Work shifts pattern – 24/7.

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Incident Manager

POSITION LOCATED IN IASI

1. POSITION PURPOSE AND SCOPE OF WORK:

- Ownership of the accuracy and quality of information on all logged incidents; regular evidence of constructive feedback on the accuracy and quality of logged incidents;
- Realise periodically service reports or ad-hoc reports requested by SDM /OPM /TL;
- E2E Management of tickets, against SLAs and contracts;
- Maintain good relations with all suppliers and resolving teams;
- Escalation to TL / SDM / Resolving Teams where tickets may or have been breached.

2. REQUIREMENTS:

- Excellent English language skills both verbal and written;
- Advanced understanding of MS Officepackage (Word, Excel, Powerpoint);
- Flexible and well motivated team player;
- Able to work with minimum supervision and perform under pressure to tight deadlines;
- Attention to details.

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Schedule: 24/7

Team Manager

1. Position purpose and scope of work:

- Proactively managing team performance/ production of deliverables, aiming to exceed SLA targets, recommending and implementing action plans as appropriate to address any shortfalls.
- Providing support for the team in respect of service/ delivery issues.
- Escalation point for technical job related queries.
- Daily and hourly management of resources.
- Tracking problem trends and establishing corrective action plans, ensuring that corrective actions are put in place to prevent recurrent problems.
- Day to day staff management. Staff training and development.
- Supply daily/ weekly/ monthly reports;
- Assisting in the planning and implementation of agreed changes to the delivered services.

2. Requirements:

- Excellent knowledge of English;
- Excellent communication skills, both written and verbal;
- Flexible and well-motivated;
- Strong team player with the ability to build relationships with both colleagues and external clients;
- Able to work with minimum of supervision as well as perform under pressure and meet tight deadlines;
- People management and leadership skills essential (documented experience would be an asset);
- Strong client-facing skills, with ability to quickly establish rapport with client contacts at all levels;
- Plan effectively for future activities and manage unplanned events in a controlled manner;
- Understanding the nature of IT service management.

Benefits:

- Attractive salary package;
- Meal tickets;
- Health insurance;
- Foreign language courses, trainings, certifications and tuition fees reimbursed by Capgemini;
- Team building events;
- Taxi vouchers;
- Regular assessments - twice a year;
- Significant development opportunities within the company.

Senior Problem Analyst

RESPONSIBILITIES:

- Provides the effective operation of the Problem Management Process and oversees the Problem Management process delivery;
- Performs proactive and re-active investigations protecting client's business and initiates actions to improve or correct the situation, ensures that customer's business interests are maintained over and above those of any specific SDO, secures prioritization of problems from a business perspective;
- Provides data driven decision based on the analysis of the aggregate incident data;
- Ensures that cross -SDO problem investigations are conducted effectively securing end-to-end Service Level Agreement, acts as escalation point in scope of root cause analysis process;
- Produces high quality reports, coordinates associated management actions - shares root cause and known errors and other lessons learnt across the regions and with service providers as appropriate;
- Gets to the root cause of Incidents and recommends actions to improve or correct the situation;
- Supports the resolution of the complex problems and root cause analysis requiring the input of multiple functions;
- Manages or coordinates implementation of corrective actions, communicates high quality updates to all stakeholders;
- Ensures high quality input into Known Error DB and KM systems;
- Builds and maintains effective working relationships with Customers and Suppliers;

- Facilitates operational and management oriented meetings.

REQUIREMENTS:

- Excellent English language skills both verbal and written, business writing;
- Skilled in self organization and able to work autonomously;
- Able to work under tight deadlines;
- Possessing good interpersonal and influencing skills, including skillful assertiveness;
- Analytical, attentive to details;
- Reaching conclusions and taking action on the basis of thorough analysis and experience;
- Able to work directly with business and service managers;
- Able to manage virtual teams to deliver Problem Management process and working cross functionally;
- Computer systems knowledge, integration and architecture concepts;
- Understanding of cross systems interrelations in context of the global business process;
- Experience in IT, with emphasis on operational management;
- Understanding of Service Management Framework.

Desirable:

- ITIL V3 Foundation certification;
- Experience on trend analysis/reporting techniques.

WORK SHIFTS PATTERN: Monday – Friday, 2:00 PM CET – 2:00 AM CET

BENEFITS:

- Attractive salary package;
- Meal tickets;
- Private Health insurance (you can choose between a list of providers);
- Foreign language courses, trainings, certifications and tuition fees reimbursed by Capgemini;
- 7card subscription

Senior Change Analyst

POSITION PURPOSE AND SCOPE OF WORK:

- Processing of Changes within SLA targets/aspirations;
- Ensures requests for changes are entered correctly in the change control system and include a clear reasons for the change;
- Ensure that changes are planned, scheduled and approved in the appropriate timeline;
- Ensure all required documentation to support the change has been supplied;
- Preparing regular change reports;
- Works with team to ensure quality services are delivered;
- Maintaining up to date Change Management work instructions and procedures;
- Conduct regular training for resolver groups in preparing RFC's;
- Drive actions that minimize disruption to our customer's environments due to changes
Establish credibility with the client, delivery teams and 3rd party suppliers;
- Understand the clients business and the impact of changes you manage on their environment;
- Prioritize of own work to meet internal/external deadlines;
- Identify problem and analyze resolution;
- Chair PIR meetings and manage follow-up actions identified from PIR;
- Organize and chair Change Advisory Board Meetings (CAB);
- Ensure that all changes are properly documented, managed and recorded in the Change Control System.

REQUIREMENTS:

- Have interpersonal and communication skills;
- General knowledge of the change management process;
- Good English communication, both written and verbal;
- Basic IT knowledge (Windows environment);
- ITIL Foundation would be an advantage;
- Intermediate Excel skills;
- Use of Service Management BMC Remedy tool;
- Acted in a change management capacity in a customer service or IT environment;
- Experience in dealing with technical and non technical teams;
- General knowledge of service delivery.

BENEFITS:

- Attractive salary package;
- Meal tickets;
- Private Health insurance (you can choose between a list of providers);
- Foreign language courses, trainings, certifications and tuition fees reimbursed by Capgemini;
- 7card subscription;

WORK SHIFTS PATTERN: European business hours.

Talent Acquisition Specialist

Job Responsibilities:

- Recruiting process: role definition, sourcing, selection (CV selection and classification, screening, face to face interviews, feedback and final offering);
- Identify and head-hunt the best talents (from entry level to management positions)
- Develop and implement recruitment strategies;
- Advertise open jobs utilizing social content and actively source candidates leveraging social media to attract talent and develop candidate engagement for current and future opportunities
- Identify issues and resolutions related to the recruitment process and share with the Operations
- Deliver recruitment reports (weekly & ad-hoc);
- Ensure accurate data is updated in the HR system
- Offer support and promote Capgemini's employer brand by representing the company at events linked to recruitment
- Managing relation with recruitment agencies;
- Enhancing the current recruitment channels;
- Participate pro-actively in all actions that are or need to be taken by the HR department.

Requirements:

- Bachelor's Degree in Human Resources, Marketing, Business Management or similar discipline preferred
- Job Related experience: minimum 2 years recruitment experience;
- Upper/ Intermediate English communication skills;
- Experience in using multiple sourcing channels;
- Proven ability to manage multiple assignments simultaneously, balance project work with high-priority requests;
- Flexibility, openness to change and new challenges;
- Very good organization of work and ability to quickly adapt priorities to business requirements;
- Excellent communication skills, both written and verbal;
- Good knowledge of MS Office: Word, Excel, Power Point
- Experience in using a variety of recruitment tools to source candidates, including jobs boards, LinkedIn, etc
- Experience working with applicant tracking systems is a plus
- High energy individual that is passionate about recruitment and enjoys working in a fast paced, innovative and dynamic work environment
- Excellent interpersonal and communication skills with a demonstrated ability to work well in a team environment

Benefits:

- Attractive salary package;
- Meal tickets;
- Private Health insurance (you can choose between a list of providers);
- Foreign language courses, trainings, certifications and tuition fees reimbursed by Capgemini;
- 7card subscription;

HR Admin Specialist (Schedule pattern: 09:00 – 18:00, Monday to Friday)

Key Responsibilities:

- Responsible for the hiring process of new employees of Capgemini:
 - Creating contracts, meeting with employees to sign, stamping, distributing;
 - Creating, signing and distributing job descriptions;
- Keeps all the databases up to date; ·
- Keeps updates the personnel files; ·
- Responsible for the monthly payroll data; ·
- Intermediating the relation with external payroll company:
 - Provides all new contracts and contract changes on time;
 - Provides the data necessary for payroll;
- Makes sure that all the necessary legal requirements are implemented:
 - Creating documents related to disciplinary actions;
 - Preparing Immigration related files and work permits;
- Responsible for process improvement for the admin area;
- Elaborates reports either on request or on a monthly basis;

Requirements:

- Bachelor's degree;
- Previous experience in a large company is a plus;
- Strong knowledge of Romanian Labour Law;
- Advanced level of Excel;
- English – Upper Intermediate;
- Attention to details;
- Highly organized person with organizing & prioritizing skills;
- Highly reliable and able to deal with confidential information in secure manner

Benefits:

- Attractive salary package;
- Meal tickets;
- Private Health insurance (you can choose between a list of providers);
- Foreign language courses, trainings, certifications and tuition fees reimbursed by Capgemini;
- 7card subscription;
- Significant development opportunities within the company;



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